

Conference Call Etiquette

Do's and Don'ts

Do:

- **If possible, call in 5-10 minutes early.**
- **Provide your name and the organization you represent to the phone monitor. CDSS staff will take roll call at the start of the meeting and make your introduction.**
- **Turn off cell phones, and any other type of electronics.**
This can be very disruptive during a meeting and can cause interference such as static.
- **Use the “Mute” button.**
This will prevent any background noise. When someone needs to speak simply release the “Mute” button.
- **Stick to the topic out lined on your Agenda.**
Try to stay focused and be respectful of other's time.

Don't:

- **Never put your phone on “Hold” to do something else.**
If your hold feature plays background music it will play into the conference call and make it impossible for the other participants to continue the meeting in your absence!
- **Shuffle paper, scrape chairs, pencil tap, or make any other distracting noisy activities during the conference call.**